DOCUMENT RESUME

ED 347 387 CE 061 655

TITLE State of California Governor's Symposium on Older Workers. Proceedings (Monterey, California, October 2-4, 1991).

INSTITUTION California State Dept. of Employment Development, Sacramento.; California State Job Training Coordinating Council, Sacramento.

PUB DATE Oct 91

NOTE 77p.

PUB TYPE Collected Works - Conference Proceedings (021)

EDRS PRICE MF01/PC04 Plus Postage.

DESCRIPTORS Aging (Individuals); Basic Skills; *Continuing Education; Cooperative Programs; Coordination; Cultural Differences; *Educational Gerontology; Employment Potential; *Employment Services; Job Training; Marketing; Measures (Individuals); *Older Adults; Rural Areas; Social Services; Transportation; Urban Areas

IDENTIFIERS Job Training Partnership Act 1982; Older Americans Act 1965 Title V; *Older Workers

ABSTRACT

These proceedings of an older workers symposium include the following presentations and workshop summaries: "Symposium Opening--Agency Welcome" (Dean Hewitt et al.); "Report on Job Training Initiatives of the Wilson Administration" (Thomas Nagle); "Older Worker Issues Update" (Dean Hewitt); "Summary of Report on Coordination between Title V and JTPA (Job Training Partnership Act) 3% Programs and Response from the Field" (Virginia Hamilton et al.); "Reaching out to Culturally Diverse Older Workers" (Victoria Santos); "Assessment and Basic Skills for Older Workers" (Katherine Buckovetz, Patrick Keating); "How to Increase Older Workers' Access to Jobs and Support Services" (Janice Solorzano, Jim Tremblay); "New Ideas in Transporting Older Workers: Rural and Urban" (Nathan Smith et al.); "Coordinating Older Worker Programs" (Jim Fischer et al.); "Targeting Your Services for the Current Corporate Environment" (Helen Dennis, Sally James); "Showcase on Title V 502(e) Programs Rural and Urban" (Olga Morgan, Andy Griffin); "Governor's Awards for Exemplary Service to Older Workers" (Thomas Nagle); "Marketing Techniques for Older Worker Programs" (Karen Berk); "You're Never Too Old to Stop Learning: Options in Continuing Education" (Susan Imel, Lynda Smith); and "JTPA Policy Direction, Employment Training Administration, U.S. Department of Labor" (Hugh Davies). Appendices list symposium attendees and presenters. (NLA)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED347387

State of California

GOVERNOR'S SYMPOSIUM ON OLDER WORKERS

PROCEEDINGS

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☑ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

O'Dad

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

October 2 - 4, 1991

Monterey, California

CE 061655

BEST COPY AVAILABLE

STATE OF CALIFORNIA

Governor's Symposium

on Older Workers

PROCEEDINGS

Monterey, California
October 2-4, 1991

Co-sponsored by

Employment Development Department
State Job Training Coordinating Council
California Department on Aging
California State Department of Education
California Department of Rehabilitation
Chancellor's Office of Calif. Community Colleges
National Council on Aging
United States Department of Labor

Proceedings of the Governor's Symposium on Older Workers
California Training Institute
1992

Employment Development Department • State Job Training Coordinating Council

REFER TO: 69:38/tc
(916) 654-8210

TO: INTERESTED PARTIES

SUBJECT: PROCEEDINGS OF THE FOURTH GOVERNOR'S SYMPOSIUM ON OLDER WORKERS

Our fourth statewide symposium for older workers was a success, and we are pleased to transmit these proceedings to you. They summarize the event and provide a written record. Please share this information with you colleagues.

This symposium was an integral part of our continuing effort to foster more effective partnerships within the entire employment and training network and California employers. By strengthening this partnership, we may better direct our resources towards serving our mature worker population, recognizing their enhanced role in our emerging new economy.

Sincerely,

THOMAS P. NAGLE
Director

TABLE OF CONTENTS

Acknowledgments ii

Agenda iii

I. Opening of Symposium and Agency Welcome 1

II. Report on Job Training Initiatives of the Wilson Administration 11

III. Older Worker Issues Update 19

IV. Summary of Report on Coordination Between Title V and JTPA 3% Programs and Response from the Field 23

V. Reaching out to Culturally Diverse Older Workers 29

VI. Workshops 31

VII. Governor's Awards for Exemplary Service to Older Workers 43

VIII. Marketing Techniques for Older Workers 49

IX. You're Never too Old to Stop Learning: Options in Continuing Education 51

X. JTPA Policy Direction 55

Appendix A: Symposium Attendees

Appendix B: Symposium Presenters

ACKNOWLEDGEMENTS

Special thanks to all the Planning Committee members who organized the content of the Symposium, shaped Symposium details, and secured speakers. Members include:

Shelley Thomas
Jim Tremblay
Department of Aging

Barbara Pontecorvo
Carmen Smeloff
Georgia Lee
State Job Training Coordinating Council

Lynda Smith
Department of Education

Ron Fox
Quentin Turner
Employment Development Department
Job Training Partnership Division

Janet Keyes
California Training Institute

AGENDA

Wednesday, October 2

6:00 PM - 8:00 PM — **PRE-REGISTRATION AND WELCOME RECEPTION**

Thursday, October 3

8:00 AM - 9:00 AM — **REGISTRATION AND CONTINENTAL BREAKFAST**

9:00 AM - 9:15 AM — **OPENING OF SYMPOSIUM**
Dean Hewitt
Senior Associate
Institute of Age Work and Retirement
National Council on the Aging, Inc.

9:15 AM - 9:30 AM — **WELCOME TO MONTEREY**
Senator Henry Mello,
Chair, Subcommittee on Aging
California State Senate

Barbara Shipnuck
Monterey Board of Supervisors

9:30 AM - 10:00 AM — **AGENCY WELCOME**
Felix Contreras
Deputy Regional Administrator
U.S. Department of Labor/ETA

Thomas Nagle
Director
Employment Development Department

Barbara Pontecorvo
Member
State Job Training Coordinating Council

Gary Kuwabara
Interim Director
California Department of Aging

Gerald Kilbert
Assistant Superintendent
California Department of Education

Keith Foster
Assistant Deputy Director
Department of Rehabilitation

Virginia Hamilton
Acting Chief
Job Training Partnership Division

10:00 AM - 10:30 AM — **REPORT ON JOB TRAINING INITIATIVES OF THE WILSON ADMINISTRATION**
Thomas Nagle
Director
Employment Development Department

10:30 AM - 10:45 AM — **OLDER WORKER ISSUES UPDATE**
Dean Hewitt
Senior Associate
Institute of Age Work and Retirement
National Council on the Aging, Inc.

10:45 AM - 11:00 AM — **BREAK**

11:00 AM - 12:15 PM — **SUMMARY OF REPORT ON COORDINATION BETWEEN TITLE V AND JTPA 3% PROGRAMS AND RESPONSE FROM THE FIELD**
Virginia Hamilton
Acting Chief
Job Training Partnership Division

Shelley Thomas
Chief
Administrative Services Branch
Department of Aging

John Corcoran
Deputy Executive Director
State Job Training Coordinating Council

Ron Fox
Supervisor of Program Planning & Coordination
JTPD Employment Development Department

Joyce Leanse
Western Regional Director
National Council on the Aging

Gail Greenberg
Program Services Coordinator
Alameda County Area on Aging

12:30 PM - 2:00 PM

LUNCHEON SPEAKER "Reaching Out to Culturally Diverse Older Workers"
Vickie Santos
Santos Associates

2:15 PM - 3:15 PM

WORKSHOPS ROUND I - Six Concurrent Sessions

1. ASSESSMENT AND BASIC SKILLS FOR OLDER WORKERS
Katherine Buckovetz
Division Manager
Employment Development
County of San Joaquin Private Industry Council

Patrick Keating
Vocational Coordinator
Mission Trails, Regional Occupational Program

2. HOW TO INCREASE OLDER WORKERS' ACCESS TO JOBS AND SUPPORT SERVICES
Janice Solorzano
Consultant
Special Applicant Groups
Employment Development Department

Jim Tremblay
Title V Coordinator
Department of Aging

Jim Comins
Education Consultant
The Training Source

3. NEW IDEAS IN TRANSPORTING OLDER WORKERS: RURAL AND URBAN
Pam Korte
Transportation Planner
CALTRANS

Dawn Rice
Chief, Planning & Program Branch
California Dept. of Aging

Nathan Smith
Transportation Planner
CALTRANS

4. COORDINATING OLDER WORKER PROGRAMS
Jim Fischer
Manager, Field Operations
CA Green Thumb

Brendalynn Goodall
Program Director, ASSETS
Oakland Office on Aging

Booker Lee
Project Director, Title V Programs
San Joaquin Dept of Aging

Susan Houston-Martin
Director, Senior Services
Family Service Agency of San Mateo County

Gail Greenberg
Alameda Area Agency on Aging

5. TARGETING YOUR SERVICES FOR THE CURRENT CORPORATE ENVIRONMENT

Sally James
Director, Career Encores
Los Angeles

Helen Dennis
President, Career Encores
Los Angeles

6. SHOWCASE ON TITLE V 502 (e) PROGRAMS--RURAL AND URBAN
Regina Siciliano-Kutchins
CA Green Thumb

Olga Morgan
Retired, City of Los Angeles SDA

Andy Griffin
Community Services Director
Banking Institute, Los Angeles

3:15 PM - 3:30 PM **BREAK**

3:30 PM - 4:30 PM **WORKSHOPS, ROUND II (Repeat of Round I)**

4:30 PM - 5:30 PM	**GOVERNOR'S AWARDS** Thomas Nagle Director Employment Development Department
6:00 PM - 8:00 PM	**AWARD WINNERS' RECEPTION**
Friday, October 4	
8:00 AM - 9:00 AM	**REGISTRATION AND CONTINENTAL BREAKFAST**
9:00 AM - 10:00 AM	**MARKETING TECHNIQUES FOR OLDER WORKER PROGRAMS** Karen Berk Marketing & Management Consultant
10:00 AM - 10:30 AM	**BREAK AND HOTEL CHECK-OUT**
10:30 AM - 11:45 AM	**YOU'RE NEVER TOO OLD TO STOP LEARNING: OPTIONS IN CONTINUING EDUCATION** Susan Imel Director ERIC Clearinghouse Lynda Smith (Moderator) Consultant CA Dept. of Education Adult Education Program Services Diane Hendricks Coordinator Creative Living & Vocational Education Salinas Adult School Jim Baker Vocational Counselor Monterey Employment Development Department
12:00 PM - 1:30 PM	**LUNCHEON SPEAKER** Hugh Davies Director Office of Employment and Training Programs USDOL

OPENING OF SYMPOSIUM

AND AGENCY WELCOME

SYMPOSIUM OPENING - AGENCY WELCOME

Dean Hewitt, Senior Associate
National Council on Aging

Senator Henry Mello, Chair
Subcommittee on Aging
State of California

Barbara Shipnuck
Monterey Board of Supervisors

Felix Contreras, Deputy Regional Administrator
U.S. Department of Labor/ETA

Thomas P. Nagle, Director
Employment Development Department

Barbara Pontecorvo, Member
State Job Training Coordinating Council

Gary Kuwabara, Interim Director
California Department of Aging

Gerald Kilbert, Assistant Superintendent
California Department of Education

Keith Foster, Assistant Deputy Director
Department of Rehabilitation

Virginia Hamilton, Acting Chief
Employment Development Department
Job Training Partnership Division

Dean Hewitt
Senior Associate
National Council on the Aging, Inc.

As I left Washington, the legislative process was grinding slowly. Work continues on the Older American Act, with general agreement on both sides of the Hill. However, a couple of amendments are holding up the process. One would eliminate the earnings cap on social security earnings. It doesn't belong on this bill, but the sponsor couldn't find another handy vehicle. This has been holding up the basic legislative process.

While Hugh Davies of the Department of Labor staff will give some additional insights on JTPA tomorrow, let me share my views of the process, thus far. There is a House Bill, HR 3033. The good news is that there is an older worker setaside. It would amount to six percent (perhaps more in the final) of the funding at the SDA level. If that figure holds, it will be a reduction in funding for older workers. That's part of the bad news.

The other bad news is that state-wide programs would be eliminated in those states which have them, and the governor's office would lose the ability to respond to regional or statewide special situations. In many states, the lack of reprogramming procedures might result in unused funds. One wonders what it would do to the current state re-programming provisions in California. In any case, many SDAs which have not been active in older worker affairs will have to be brought on line.

There is no significant activity on the Senate side regarding JTPA at this time. There have been a number of staff changes, and as you might have noticed, the Senate has been preoccupied with other matters. It is expected that Simon will re-introduce his Bill. Last year's version contained an older worker setaside. There will be an attempt to maintain the language of the current 3%, and to increase funding.

Finally, there are several organizations, including the National Council On The Aging which believe that a major amendment is needed; one that eliminates the setaside and establishes a separate Title for mature and older workers, with a substantial increase in funding. The number of youth served continues to decline, and has for the last three years. The number of persons over forty served continues to increase, and with the layoffs, downsizing, and

companies disappearing, it is likely these numbers will escalate rapidly. A broader approach, similar to the new Title III, Dislocated Worker Program, is being used as a guide.

Interested parties can contact me at NCOA for further information.

* * * * *

Senator Henry J. Mello
California State Senate

Thank you very much for inviting me to speak to the opening session of the Fourth Annual Symposium on Older Workers. I applaud the Department of Employment and all the other state agencies for making this symposium a reality.

The topic of the older worker is often lost among the other pressing issues facing California's senior population. The Subcommittee On Aging, of which I am the Chairman, considers issues ranging from health to insurance; from transportation to education; from Alzheimer's to elder abuse. Hopefully, we will also give equal time and focus to the questions and issues concerning the older worker.

As most of you know, our senior population is exploding here in California. I have a chart here which summarizes that growth. I know that most of you are aware of the projected senior population, but it bears repeating.

By the year 2000 the over 85 population will be growing at an annual rate exceeding 40%. The over 65 population will be growing at an annual rate of nearly 30% by the year 2010. We will also witness an increase in the 40+ population in the next decade as the so called "baby boomers" mature.

The significance of these figures is, of course, that we must prepare now for facing the challenge of training and in many cases re-training this group of 40+ workers. We will also face the prospect of having an increasing number of 65+ workers in the work force. This population may require some workplace

adaptations.

I would also point out that some of the fastest growing areas of employment for older workers as well as younger ones, are fields which are related to the growth in the very old and frail senior population. Some of these include allied health fields and physical and recreational therapy.

There is a lot of expertise of the issues facing older workers in this room. I see by looking at the agenda for this symposium that you are covering the major issues in the field of older workers.

So, I won't try and cover the entire range of topics in the next few minutes. I would like, however, to simply tell you, as an older worker myself, some of my thoughts and perspectives on the issue. I would also like to touch upon some of the problems I face as a Legislator and some you as workers in this field are also likely to see.

I have always believed that the single most effective strategy in serving seniors is to do everything possible to keep seniors independent, working as much as possible, living in their own homes as active members of the community. This provides an environment of respect and dignity which our older citizens deserve and will thrive in.

Employment plays a significant role in that strategy for two reasons. One, of course, is economic. The other is psychological. I am referring here to senior self-esteem. Employment builds linkages to society and keeps seniors from being insulated from their neighbors and the community. After many years as a vital part of a company, a school or other institutional work-place, seniors face a retired lifestyle which is perhaps free from tension but also lacks meaning and requires little or no active participation. Such seniors can begin to doubt their self-worth and experience a general lack of purpose.

This syndrome is often referred to as "post-retirement depression". What started out as a noble idea, retirement often ends up being an albatross. The absence of responsibility and of a structured schedule often works at odds with a person's sense of self-worth and importance.

Employment can alleviate this problem. One issue therefore which confronts all of us, is finding the right job for an older worker. That may mean retraining into a parallel career with less physical strains but sufficient challenge and reward to keep an older person feeling good about his or herself.

As you know, employers have come to realize in the past five years or so, the facts about older workers. They are dependable; exhibit less absenteeism as a whole and have a wealth of skill, knowledge and wisdom to share with other workers.

In spite of those facts, many older people are under-utilized. These older workers lose up to one-half of their income because they are encouraged to retire, even though many are still able to work, and even more would work if jobs were slightly modified to fit their circumstances.

There are several factors which make it difficult for older persons to work:

- There are social security ceilings on earnings. Those under 65 can earn, in 1991, only $7,080 dollars per year. Those between 65 and 70 can earn only up to $9,720 per year. Earnings above these amounts would automatically reduce their social security benefits.
- Older workers may need training or job retraining if they work in technical fields.
- Physical limitations can decrease employment possibilities.
- There is still age discrimination in the workplace.

Several steps can be taken to help overcome these difficulties, such as:

1. Education and retraining: Our economy is rapidly changing and it is now technology-based. Older workers must not be excluded from opportunities to keep their skills current to meet the demands of the labor market.

2. Job modification: Employers must be encouraged to adapt employment opportunities to meet the needs of older workers. These adaptations might include flexible hours or allowing some work to be done at home. An AARP study in 1986 found that other job modifications preferred by older workers included part-time work, phased retirement, job re-design, job sharing and opportunities for extended vacations.

3. Employment outreach: Employers must be made aware of the great contributions that older workers make to the workforce. This symposium helps all of us to be aware of the older worker and how they can meet the

demands of the workplace.

4. Age discrimination must be reduced if not eliminated: Although age discrimination is prohibited by both state and federal law, it is often practiced in many subtle ways. I would add here that perhaps the most disturbing testimony Clarence Thomas gave at his recent Senate confirmation hearings was regarding his lack of action on pending age job discrimination cases. Unfortunately, as Director of EEOC (Equal Employment Opportunity Commission) Judge Thomas often did not press claims on the grounds that "individual rights had to be balanced out against economic rights of the company". I can tell you that I most definitely disagree with Judge Thomas on this issue. There can be no room for age discrimination, even when it is in the best economic interest of the company.

5. Government Role: The government should, and is taking an active role in encouraging new jobs for older workers. This symposium, again is a good example. Others include the Department of Aging's Senior Community Services Employment Program. This program is designed to provide, foster and promote useful part-time opportunities in community service employment for low-income persons 55 years of age or older. In 91-92 we will spend almost 6 million dollars to assist the older worker through this program. I know EDD has their Special Group Employment Services Program which helps assist hard-to-place persons who are disadvantaged by a number of features including age and, of course, your Older Workers Program which uses Job Training Partnership Act dollars in providing job training for older workers. (5.5 million in 91-92).

We can and should continue to play a role in assisting the older worker find appropriate employment opportunities.

Let me conclude by saying that while much needs to be done, there is evidence that older workers are continuing to find their place in society. A 1989 report from the California Council on Gerontology and Geriatrics reported that there were nearly 2.3 million workers aged 45-64 employed in California; and over 300,000 workers over 65 working in California.

I urge you to remember that older workers are an under-utilized asset to our economy. Older workers are literate and dependable. They have a deep sense of responsibility and take pride in their work. They have good attendance records, less absenteeism and fewer accidents than younger workers.

We must take every opportunity to encourage those older people who can and want to work, to find appropriate opportunities. A workforce which allows for the older worker is a stronger workforce. It is to everyone's benefit to see to it that our older citizens enjoy healthy and productive golden years in an environment of respect and dignity. It's what they deserve. It's what they should receive. Thank you.

* * * * *

Barbara Pontecorvo
Member
State Job Training Coordinating Council

On behalf of the State Job Training Coordinating Council, it is my pleasure to welcome you all here to the Fourth Symposium on Older Workers in California. I know Barbara Pearson, the Chair of the Council, wanted to join us on this very special day, but she had a conflicting meeting in Washington, D.C. We do have two Council members with us this year - Bob Thierry, who represents the private sector on the Council and Ben Munger, who represents Senator Bill Greene on the Council. We are delighted you were able to join us and know that you will be impressed with the wealth of knowledge represented by people on the program and those from the various Services Delivery Areas. There is one more person I'd like you to know - she is comparatively new to the Council office and has been given the responsibility of becoming the Older Worker Specialist - Georgia Lee, please stand up. I hope all of you will get to know her and to share your expertise with her.

As in previous years, the Symposium's Planning Committee has taken your suggestions and concerns from the evaluations of last year's conference into consideration during our planning sessions. We think this year's agenda will be informative and rewarding and hope you share our enthusiasm. Please help us to make each ensuing conference better than the last by keeping informed of your frustrations, your needs, and your successes.

As the population ages, older workers are becoming a more valuable commodity and resource every year. We now know that older workers can master new technologies as quickly as their younger counterparts and that

hiring older people makes good sense. Your efforts in training and placing older workers is much appreciated by the members of the Council and we thank you.

On a personal note, I would like to thank Dean Hewitt for once again traveling from Washington to join us and to lend his own special touch to this conference. Dean, your expertise and interest in our California older workers program is very much appreciated. Have a wonderful conference!

* * * * *

Gerald H. Kilbert
Assistant Superintendent
California Department of Education

On behalf of the California Department of Education and Superintendent Bill Honig, it is my pleasure and privilege to welcome you to this Governor's Symposium on Older Workers.

Our public school programs are not only for children. The adult education programs in California's public school districts offer extensive programming for older adults. Last year, 165,000 older adults took classes designed to offer lifelong education, with the goals of improving the quality of life for older adults, assisting them in maintaining independent living, and helping them continue to make meaningful contributions to their communities.

Programs for older adults account for about ten percent of the adult school enrollment, and these classes are experiencing a dramatic growth (25 percent from 1985 to 1988). The fast-growing population of older adults in California is likely to continue to fuel a greater demand for older adult programs in the future. We expect that some of these programs will focus on the training and retraining of older workers.

* * * * *

Keith Foster
Assistant Deputy Director
Department of Rehabilitation

The Department of Rehabilitation shares the commitment to assist our older Americans and is particularly concerned about our older citizens who are disabled and who need, want, and are able to return to work.

Vocational rehabilitation services are available to this group through our numerous branch and district offices located in most major communities throughout California. Services consist of medical and vocational evaluation, counseling, vocational planning, assistance with possible retraining costs, and job development and placement.

We are proud of our track record over the last nine years. Over 20,000 persons per year with disabilities have been assisted in returning to the workplace.

* * * * *

REPORT ON JOB TRAINING INITIATIVES

OF THE WILSON ADMINISTRATION

Thomas P. Nagle
Director
Employment Development Department

Governor Wilson is committed to seeing that California remains competitive in the nation's and the world's economy. The Governor stressed that California has always had jobs for the people who come here to find opportunity. He made it clear that he wants that tradition to continue.

To accomplish this competitive edge, he is working to see that:

- Business located in California remains here
- New business locates in California
- California has a skilled workforce to meet the challenges of today's marketplace.

Those of us in the employment and training business are certainly aware of the challenges ahead. The Governor has said that government alone can not make California competitive. We must form a partnership with business, labor and academic experts. I believe that this symposium, where representatives of public and private groups concerned with employment and training issues come together to share information and ideas, is certainly in line with the Governor's goals.

Changing Demographics

We talk a lot about growing diversity in the state's workforce, but we are usually referring to ethnic people and new immigrant communities, the changing roles of women at work, or job access for people with disabilities.

We also have to recognize that we are becoming an older society. In fact, California has the greatest number of older residents than any state – more than 10 million.

A. Currently in California, there are 22 million adults (age 16 and older) in the workplace.

B. Of those working adults, a little over 8 million (more than one-third) are 45 and older.

C. Currently, the fastest growing segment of our workforce is those aged 35-54 (the baby boomers are getting older).

D. By the year 2000, 43 percent of the state's population -- more than 14 million people will be age 40 and older.

E. By 2020, 45 percent of the population will be 40 and older.

American's population and work force are aging, but the number of workers age 55 and older has been declining for more than three decades. These trends present several challenges for public policy, especially in the face of growing labor shortages and rising retirement costs.

(1) Many older individuals need to work for economic security and choose to work for personal rewards:

A survey conducted by the American Association of Retired Persons found that one-third of its members who were retired wanted to return to the workforce full or part-time.

When asked why they wanted to return to work the most common responses included:

- develop new skills
- feel useful and needed
- stay in touch with current workplace developments and like all workers — to earn money
- have health insurance and other benefits.

The economic security of older individuals is an issue which must be addressed. Twenty percent of all economically disadvantaged adults are 55 and older. As our overall population increases, and the percentage of older individuals increases, we can expect the numbers of economically disadvantaged older individuals to also increase.

The Council on State Policy and Planning Agencies, who studied the distribution of net worth of older Americans and looked at Social Security data, concluded that "the great majority of retirees are at risk of becoming

financially dependent."

(2) Benefits of hiring older workers:

Based on our own personal experiences and research conducted by American Association of Retired Persons, universities, consultants and others, we know that older workers have a great deal to offer in terms of experience and skills. Employers who utilize older workers find them to be efficient, productive and committed to the work ethic. They also report that older workers have good job habits, low turnover, good people skills, and can be retrained successfully.

An older worker may be the best candidate to handle the stress of rapid change in society and in the workplace. Remember, this is the worker who has survived recessions, reduced job security, and technical innovation and automation.

This older worker may well be the ideal employee for the emerging non-typical workplace or workday, willing to work on a part-time basis or with flexible hours.

Recent history shows their flexibility. Older workers have gone from the manual typewriter and teletype machine to the personal computer and the fax machine. Perhaps better than any other age group, they know that people and societies do not remain competitive by standing still. They realize that change is necessary to keep up, and that flexibility is crucial to getting ahead.

Given the opportunity, they are willing to learn new skills and other new workplace practices.

Increasingly, private and public organizations are recognizing how to use the talents of the older worker. There are model programs out there promoting employment opportunity for older workers, and we need to share the information that makes them work.

The State of California, for example, often hires back its retired employees on a temporary or a part-time basis to handle a particular assignment or coordinate a temporary project.

The employees use the skills they acquired while working full-time; they know the practice and work pattern of their employer and, by working only

part-time, they keep their retirement benefits.

One company recently told us that while they do not have a formal program targeting older workers, they have recognized the mutual benefits of hiring older workers. They went on to say that their managers indicated the stability of older workers seemed greater than that of their workforce counterparts. Also, they believe that older workers are seeking employment to develop new relationships with other workers and customers alike. (Wal-Mart has 300,000 employees, 28,000 (9.6%) are 55+, 8,800 (3%) are 65+).

(3) Government and the private sector must work cooperatively to maximize the older worker as a resource:

As previously stated, the Governor has said that government alone can not make California competitive. The expansion of employment opportunities for older workers will require the cooperation of government, education, business, labor and community based organizations.

The challenge is not new, we already work together. For example:

An exemplary model of collaboration is the Older Worker Task Force in San Diego. Organizations working together on the tasks force include EDD, Area Agencies on Aging, San Diego Consortium/Private Industry Council, Department of Rehabilitation, American Association of Retired Persons, Community Colleges, Adult Education, the Regional Occupational Program, and employers dedicated to hiring older workers. The purpose of the task force is to coordinate services among employment, training and education professions and to educate employers about the advantages of hiring older workers. Working together, a speakers bureau has been established and resource guides for job seekers and employment and training professionals who council older workers have been developed.

In 1990, EDD joined with the National Council on Aging, Bank of America and Volt Temporary Services as co-sponsors of a statewide job fair for older workers. Statewide, 200 employers and 7,000 job seekers participated.

Also, state agencies have mutual agreements which enable them to work together to meet the employment and training needs of Californians.

California Department of Aging and the Employment Development Department have a memorandum of understanding affirming their

commitment to work together as provided in the Older California Act. The purpose is to improve the quality and expand the accessibility of employment for older persons in California.

Nine state agencies (Aging, Community Colleges, Commerce, Industrial Relations, Rehabilitation, Social Services, Veterans Affairs, EDD, Employment Training Panel and Education) have entered into interagency agreements to develop mechanisms for information exchange, cooperation and coordination at the local level and to inform the local counterparts of the state level agreements and the mechanisms developed for local use.

Specifically at EDD, we provide an array of employment services specifically designed to help older workers secure worthwhile, productive work.

At 23 locations, we have Experience Unlimited job clubs where unemployed professional workers, most of whom are older workers, exchange practical information, moral support, and job leads.

We oversee the 52 service delivery areas of the Job Training Partnership Act that, last year, provided training and placed 2,645 workers over the age of 55 in fields ranging from electronics to clerical, shipping and receiving to nursing and from janitorial to industrial engineering.

What we need to do is to strengthen our relationships, forming a stronger partnership to meet the needs of California's residents and business community. We can no longer afford to operate our employment and training programs in isolation. Five billion dollars is being spent on 23 separate employment and training programs in California. Currently, under the auspices of the Governor's Council on Growth Management, we are in the process of identifying ways to better coordinate job training programs and to provide more focus on how California is spending its job training dollars.

Where do we go from here?

We work together to:

Provide education and retraining - specialized opportunities are often needed for older workers to upgrade or add vocational skills to maintain productivity or gain new employment.

Encourage the modification of traditional work arrangements to accommodate the desires and capabilities of older workers and the

needs of employers.

Explore what changes may be needed in public and private benefit programs to enable more flexible employment options for older workers.

Communicate the value and potential of older workers to employers, and to match older workers with employers.

To repeat, the older workers of California are a crucial resource for meeting our state's employment needs -- now and in the future.

Making use of the skills of, and getting service to, the older worker is a consideration we all face. I look forward to working cooperatively with you to accomplish this.

Thank you.

• • • • •

OLDER WORKER ISSUES UPDATE

Dean Hewitt
Senior Associate
National Council on the Aging

Welcome! Now that we are doing this Symposium for the fourth time, we recognize its new importance and its new name; the Governor's Symposium On Older Workers.

In the months since we met, the voters of California have elected a new governor, and many key changes have been made, both in personnel and in policy. During these next two days, you will have an opportunity to meet some of the new people. More importantly, you will have an opportunity to focus on the changes in direction; especially as it relates to employment policy. The new director of the Employment Development Department, Thomas Nagle, is prepared to open the discussion with a comprehensive overview later this morning.

National policy has been changing as well. Most of those changes have come at the regulation level as concern about waste, fraud and abuse continues to echo in the halls of Congress. On a more substantive level, a series of amendments to JTPA have begun to move through the House, and while there is little activity thus far in the Senate, there is the expectation that a bill will be introduced soon. While the 3% provision will disappear under current proposals, an older worker setaside at the SDA level seems assured. The haggling over price (or percentage) will continue for a time. Hugh Davies, a key policy expert from the Department of Labor, will share the Department's perspective on pending legislation.

Finally, events have a way of overtaking us. The second major round of layoffs has begun, and this time, we are seeing a different client. While many of these downsizings affect older workers, these workers wear white collars, are better educated, and had better salary levels than many of our previous clients. They are just as unemployed, however, and for many the prospects are bleak. All this, at a time when the numbers of youth served under JTPA continues to decline.

Not only are unemployment levels rising here and nationally, more older persons are slipping back into poverty, as are many young persons. As the state's economy begins another wrenching cycle of change, it appears the

mature and older worker will again bear the brunt of the change process. And remember, the major changes driven by the defense budget have barely begun.

Perhaps, it is time we began to consider a major re-structuring of our approach to employment policy, rather than a few amendments to JTPA. In these two days, you will have the chance to think and talk about policy. More importantly, you will have the opportunity to meet and talk with the practitioners who are on the cutting edge of today's change process. Get involved! Ask questions! Share your views! Enjoy this fourth get-together — The Governor's Symposium On Older Workers.

• • • • •

SUMMARY OF REPORT

ON COORDINATION BETWEEN

TITLE V AND JTPA 3% PROGRAMS

AND RESPONSE FROM THE FIELD

SUMMARY OF REPORT ON COORDINATION BETWEEN TITLE V AND JTPA 3% PROGRAMS AND RESPONSE FROM THE FIELD *

Virginia Hamilton
Acting Chief
Job Training Partnership Division
Employment Development Department

Shelley Thomas
Chief
Administrative Services Branch
Department of Aging

John Corcoran
Deputy Executive Director
State Job Training Coordinating Council

Ron Fox
Supervisor of Program Planning & Coordination
Employment Development Department
Job Training Partnership Division

Joyce Leanse
Western Regional Director
National Council on the Aging

Gail Greenberg
Program Services Coordinator
Alameda County Area on Aging

* Panelists summarized and discussed the report. An overview of the coordination survey is on the following pages.

CALIFORNIA

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

AND

JOB TRAINING PARTNERSHIP ACT PROGRAM

COORDINATION SURVEY

September 19, 1991

Participating Organizations:

State Agencies:

California Department of Aging
Employment Development Department
State Job Training Coordinating Council

Job Training Partnership Act Program:

California Service Delivery Areas

California SCSEP National Sponsors:

National Council on the Aging
National Council of Senior Citizens
California Green Thumb
USDA - Forest Service, Pacific Southwest Region
American Association of Retired Persons
National Pacific/Asian Resource Center on Aging
National Association of Hispanic Elderly

CALIFORNIA DEPARTMENT OF AGING
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

JTPA/SCSEP COORDINATION SURVEY

METHODOLOGY

Title V National Contractor Quarterly Meetings

Quarterly meetings are conducted by the California Department of Aging with representatives of the Title V, Senior Community Service Employment Program (SCSEP), National Contractors of California which includes the following organizations:

- National Council on the Aging (NCOA)
- National Council of Senior Citizens (NCSC)
- Green Thumb, Inc (GT)
- National Association for Hispanic Elderly (NAHE)
- American Association of Retired Persons (AARP)
- USDA Forest Service, Pacific Southwest Region (FS)
- USDA Forest Service, Forest and Range Experiment (not participating in the survey)
- National Pacific/Asian Resource Center on Aging (NP/ARCA)

JTPA/SCSEP Coordination Survey Questionnaire

At the February 2, 1991, meeting, a survey questionnaire entitled, Survey of Coordination Between the Senior Community Service Employment Program and the Job Training Partnership Act Program (attachment 1), was provided by the National Council of Senior Citizens as a sample questionnaire that has been successfully used in other states. Each JTPA/SCSEP sponsoring organization (State representatives of the Employment Development Department/Job Training Planning Division (EDD/JTPD)were in attendance) agreed to distribute the questionnaire to their respective service provider networks and JTPA Private Industry Councils (PICs) and prepare a summary of the survey results for discussion for the April 12, 1991 meeting.

JTPA/SCSEP Coordination Survey Matrix

During the April 12 meeting, it was agreed that a matrix showing the results of the survey from each older worker job development agency within each county, would best describe the "state of coordination" statewide and in each county. Therefore, the Department of Aging agreed to work in cooperation with the Title V National Contractor and JTPA organizations to develop the attached survey findings. Survey responses completed by local service provider agencies were submitted to the Department of Aging.

Survey Rating Sheet

In an effort to keep its review of each response consistent, a Title V/JTPA Coordination Survey Rating sheet (attachment 2) was developed by the Department to rate the responses to the survey as to whether coordination in a particular county was 1) Excellent; 2) Good; 3) Poor; or 4) None. Rating definitions are provided at the bottom of the rating sheet.

JTPA/SCSEP Coordination in California by County (Alphabetical Order)

When the responses were rated for each participating SCSEP/JTPA organization, the overall rating was entered in the appropriate column and county line of the matrix for each organization (see matrix entitled, JTPA/SCSEP Coordination in California by County (Alphabetical Order, attachment 3). A summary column provides the range of ratings (e.g., Poor-Good) as expressed by all organizations participating in the survey in each county. If the predominant rating was "No Response," this was entered in the column.

Survey responses were submitted by all SCSEP National Contractors with the exception of the USDA Forest Service, Forest and Range Experiment. Of a total of 52 statewide PICs, 30 submitted a response to the survey. Consequently, the results of the survey represents the opinions of 93 statewide JTPA/SCSEP agencies. Due to technical reasons, some survey responses did not provide as complete or precise information as provided by other JTPA/SCSEP agencies. These deviations are explained at the bottom of the matrix entitled, JTPA/SCSEP Coordination in California by County (Alphabetical Order.

Survey Group Ratings of JTPA/SCSEP Coordination in California

A second matrix entitled, Survey Group Ratings of JTPA/SCSEP Coordination in California, (attachment 4) was developed to group counties together which had overall ratings of 1) Good-Excellent; 2) None-Excellent; 3) None-Poor; and 4) No Response. In the Good-Excellent group, satisfactory coordination is occurring in 17 counties. In the None-Excellent group, coordination would be generally Good-Excellent in 13 additional counties if it were not for one agency expressing a negative response (the names of these counties are shaded, e.g., Los Angeles, Marin, Monterey, and Napa). It is assumed that less work would be required to address the concerns in these counties and enable us to move these counties to the Good-Excellent group for a total of 22 counties.

As a result, 30 counties are currently conducting fairly good coordination activities between JTPA and SCSEP agencies. This leaves 17 counties in the None-Excellent group and five counties in the None-Poor group which will require substantial effort to establish Good-Excellent coordination among older worker job development agencies. Until further information is provided, it is difficult to say how much action is required for counties in the No Response group to establish good coordination ratings.

Barriers, Problems, and Improvements

Within the coordination questionnaire, questions 2e, 3c, and 5 requested survey respondents to indicate barriers, problems, and improvements they have observed which either prevented or would encourage the development of coordination between JTPA/SCSEP organizations. Therefore, the Department of Aging listed a summary of the barriers, problems, and improvements identified by each California JTPA/SCSEP organization. The summary identifies the number of service provider agencies responding to the survey for each organization (e.g., NCSC; NCOA; California Department of Aging; and Private Industry Councils).at the beginning of each summary page (attachment 5, one for each participating organization). To eliminate some of the duplication, a number at the end of a statement indicates the number of agencies that provided a similar comment.

A complete list of all barriers, problems, and improvements was also compiled to reflect the total concerns of all 93 participating agencies (see attachment 6 entitled, Barriers, Problems and Improvements Composite). A breakout of the number of service provider agencies from each participating organization providing a similar response is stated at the end of each issue addressed. The total agencies providing similar responses is also indicated.

However, the Barriers, Problems and Improvements Composite continued to reflect many duplications within the barrier, problem, and improvement statements. Consequently, one more list of Most Frequently Expressed Concerns (attachment 7) was developed to reflect the most frequently expressed issue areas and only unduplicated concerns. The list of the Most Frequently Expressed Concerns is a comprehensive list of issues all JTPA/SCSEP agencies may wish to pursue.

Since the list of Most Frequently Expressed Concerns establishes common issue areas expressed in the barrier, problem, and improvement statements, the number at the beginning of the issue area indicates the number of times the concern was expressed by each service provider agency. Consequently, if an organization addressed the same issue as a barrier, problem and improvement, the concern will be counted three times for that organization. The total number of times the concerns were expressed throughout the survey is also indicated at the beginning of each issue area.

Review and Response

A draft of the coordination survey matrix and the lists of barriers, problems and improvements was reviewed and input submitted to the Department by National Contractor organizations at the July 26, 1991 meeting and between the period of July 26, 1991 - August 16, 1991. The Department of Aging met with the Employment Development Department (EDD) to discuss the survey findings and received their input to the survey information on September 4, 19 and 26, 1991. The Department also discussed how the survey information would be used in regard to the Governor's Symposium on Older Workers. Further discussion and direction as to how California should proceed to address the concerns of the survey will be discussed during future National Contractor quarterly meetings. The next meeting is scheduled for October 18, 1991.

Inasmuch as this is raw data which is still in a draft form, the California Department of Aging, Senior Community Service Employment Program and the Employment Development Department, Job Training Partnership Division welcome and encourage any additional comments attendants of the Governor's Symposium on Older Workers may wish to provide about the Coordination Survey preliminary findings. Please submit your written comments either to Shelley Thomas, Chief, Administrative Services, California Department of Aging, 1600 K Street,Sacramento, CA, 95814, or to Ron Fox, Manager, Employment Development Department, Job Training Partnership Division, 750 N Street, MIC 69, Sacramento, CA, 94280-0001.

REACHING OUT TO

CULTURALLY DIVERSE

OLDER WORKERS

Victoria J. Santos
Trainer / Consultant
Santos Associates

Watching global events, we realize little the impact they have had on communities we serve in California. Our older worker population is becoming increasingly more culturally and ethnically diverse as California has become host to a variety of new immigrant and refugee populations as a result of political, social, and economic unrest in other parts of the world. In the past we expected new immigrants to assimilate and acculturate into American life quickly but the Eurocentric standard which has long defined American life is being superseded here in California by a multicultural standard which must take into account African-, Asian-, Hispanic-, and Middle Eastern-American influences as these populations grow demographically. Cross-cultural skills have become a necessity in the American workplace.

Not only must program design, development, and delivery be sensitive to the cultural and ethnic diversity in our communities but our methods to reach out to these diverse older workers must take into account their values, attitudes, assumptions, motivations, and communication styles. Understanding their cultural framework will be key to their participation in our programs and good service delivery. In return, the culturally diverse older worker will bring valuable perspectives and contributions to the American workplace of the 90's!

• • • • •

WORKSHOPS

1. ASSESSMENT AND BASIC SKILLS FOR OLDER WORKERS

Dr. Katherine Buckovetz
Division Manager
San Joaquin Private Industry Council

Patrick Keating
Project Coordinator
Mission Trails ROP

Strategies on developing assessment and literacy programs in-house were presented in a competency-based, employability context. The California Career Assessment Model was received with discussion centering on good testing practices and lessons the presenters had learned in creating such programs. Information on how to link local literary programs with senior programs to combine resources was presented. The literacy model utilized involved discussion with individual employers and worksites to define the specific skills they need for entry on the job. Instruction, then, focuses only on the client's literacy skills that are deficient for that worksite's needs.

• • • • •

2. HOW TO INCREASE OLDER WORKERS' ACCESS TO JOBS AND SUPPORT SERVICES

Janice Solorzano
Consultant, Special Applicant Groups
Employment Development Department

Jim Tremblay
Title V Coordinator
Senior Community Service Employment Program
California Department of Aging

Linkages forged during the 1990-91 Symposium led the establishment of the Older Workers Network in one Metropolitan Area. During the 1991-92 Symposium, members of the new Network led a workshop explaining the creative local projects made possible by the collaboration of staff from EDD, DOA, the community colleges and Senior Community Service Employment Programs.

The most visible product of the Older Worker Network is the pooling of resources to produce an annual community college class called Employment Skills of Mature Adults. The class provides in-service training for the staff of Network agencies as well as job training for mature adults seeking employment in the Human Service field.

The Older Worker Network has no budget, no written agreements and no single sponsor. Since it substitutes cooperation for money, it can be replicated anywhere EDD offices, Senior Community Service Employment Programs and Community Colleges are willing to work together.

• • • • •

3. NEW IDEAS IN TRANSPORTING OLDER WORKERS: RURAL AND URBAN

Nathan Smith
Chief, UMTA Section 16 (b) (2)
Caltrans

Pam Korte
Transportation Planner
Caltrans

Dawn Rice
Chief, Planning and Program Development Branch
California Department of Aging

Nathan Smith and Pam Korte

Various transportation programs and agencies exist in California, addressing transportation needs both on a local and statewide level. The Transportation Development Act (TDA) provides almost $800 million per year to counties, primarily for public transit. The UMTA Section 18 and Section 16 (b) (2) programs provide a total of $6 million per year to meet the transportation needs of rural areas and to meet the specialized transportation needs of elderly and disabled individuals.

None of these programs are designed to meet the specific transportation needs of Title V workers. However, the transportation needs of these workers may be accommodated, if the needs can be defined to fit the priorities of existing funding programs.

One program designed to help meet the work-related transportation needs of all employees is the Rideshare program. This program, whose goal is to reduce congestion, provides assistance to both employers and individual employees on alternatives to the single-occupant vehicle trip. The Rideshare program does this by offering information on transit, matching riders so that

carpools can be formed, helping employers design programs and policies to increase ridesharing, and funding transit management associations.

Dawn Rice

Transportation is important for older workers in the JTPA and the Older Americans Act (OAA) Title V Program in both urban and rural areas. However, older workers may encounter difficulties in obtaining available, accessible, and affordable transportation through public, private, and/or personal resources.

Under the OAA, the California Department of Aging (CDA) and its 33 designated Area Agencies on Aging (AAAs) address the transportation needs of older persons (age 60 and older) through two basic approaches.

The first approach is through providing for direct funding of transportation services. To the extent that funds are available, this permits some filling of gaps within the existing transportation system or testing of demonstration projects.

In FY 1989-90, $7.2 million of OAA Title III B Supportive Services funds and related state and local funds were expended for transportation. This represented 13 percent of Title III B Supportive Services funds and related state and local-level dollars.

The second approach is less direct but very important. It involves working in collaboration with a broad number of other agencies and interested parties to develop a transportation system. Development of such a transportation system is undertaken as part of a larger system development charge under the OAA wherein both CDA and its AAAs are responsible for providing leadership in the development of community-based systems of care serving older persons in their community.

• • • • •

4. COORDINATING OLDER WORKER PROGRAMS

Jim Fischer
Manager Field Operations
Green Thumb, Inc.

Brendalynn Goodall
Project Director, Title V Programs
Oakland Office on Aging

Booker Lee
Project Director
San Joaquin County Department of Aging

Susan Houston-Martin
Director of Senior Services
Family Service Agency of San Mateo County

Gail Greenberg
Program Services Coordinator
Alameda County Department on Aging

Jim Fischer

Green Thumb and the Madera Private Industry Council - A Title V and PIC JTPA 3% program - entered into a contract agreement last year. The major focus of the contract is to provide a job search workshop for twenty enrollees.

Enrollees are given an extensive (2) week orientation in the present labor market, trends, approaches, and contacts. As a part of the class they also participate in a success club.

Upon completion of the classroom training enrollees are assisted by JTPA

and Green Thumb staff in obtaining employment in the private sector through direct placement, on-the-job or work experience training. As a result of the first contract (7) individuals obtained employment at an average wage of $5.67 per hour. All of the enrollees were co-enrolled in both programs.

This venture took place, because two agencies sat down and discussed how older workers could best be served in Madera County. Madera Private Industry Council and Green Thumb are now preparing to enter into a second contract where older workers will continue to have an opportunity to compete for good paying jobs in their community.

Brendalynn Goodall

To augment our training and job placement and to maximize opportunities for older workers, in 1986, ASSETS Senior Employment Opportunities, a program sponsored by the City of Oakland - Department on Aging, established a comprehensive employment and training model by utilizing JTPA funding. ASSETS was able to offer a broad range of employment and training services including work experience, job search skills training, classroom training, job counseling and support services. In the past few years our National Title V contractor, National Council of Senior Citizens has encouraged projects to strengthen ties with the JTPA Program.

This year the Oakland Private Industry Council Board of Directors authorized staff to develop an Older Worker Program that coordinated JTPA Services with the local Title V. The City of Oakland Department on Aging developed a model that offered Adult Life Skills Class; Early Childhood Education, General Office Procedures and Introduction to Computer Training; and direct placement services.

This year the Office on Aging Title V program will enroll Oakland PIC JTPA clients in their Title V Classroom Training and Adult Life Skills Class. We have a formal agreement to serve 15 PIC clients.

Some of the mechanisms that we use to link City of Oakland Department on Aging Title V with the PIC older worker program include:

1) Providing a supportive environment and income for PIC clients.

2) Enrolling PIC clients in Title V Classroom components (PIC pays City for the training.)

3) Enroll PIC clients in Title V pre-employment component (Adult Life Skills Class.)

4) Give PIC clients work experience training through Title V.

Booker Lee

Legislative Update:

Bill No. H.R. 3033
JTPA Amendments - The older worker setaside dropped but SDA's will be required to expend at least 6-8% of their funds on eligible individuals 55 years or older. Status: Pending

The committee encourages service delivery areas under the Job Training Partnership Act to make greater use of National sponsors under the Senior Community Service Employment Program.

Bill No. H.R. 2838
Social Security - Social Security Trust Fund, Integrity and Benefits Improvement Act of 1991 would increase the social security retirement test for beneficiaries aged 65 to 69 years old. Status: Pending

Bill No. H.R. 917 S. 567
"Notch Babies" born between 1917 and 1926, who receive anywhere from $100 to $1,000 per year less than other beneficiaries. Status: Pending

Bill No. H.R. 2707
Fund the Title V Senior Community Services Employment Program (SCSEP). DOL Budget Request 343 Mill, House Recommendation 390 Mill, Senate Recommendation 400 Mill. Status: Conference

Bill No. S. 243 H.R. 2967
Older Americans Act Reauthorization Amendments of 1991-both would extend the SCSEP for four years through Fiscal Year 1995. Status: Passed now in Conference

Susan Houston-Martin

Current Services: Family Service Agency has operated two Title V programs since 1984. The NCOA program currently has 56 slots and the CDA program has 26 slots. Since 1984, we also have operated a CDA III-B program placing approximately 100 income-ineligible older workers each year.

We currently operate at JTPA 3% program in which we will enroll 55 older workers and place 42.

Gail Greenberg

I'm here this morning to give you the AAA perspective on the survey. I work as a contract liaison and coordinator of programs with Title III B and C programs primarily as well as Title V programs.

Twenty of the thirty-three AAA in California have Title V SCSEP contracts with CDA. Eleven provide direct service, nine subcontract, leaving thirteen AAA without Title V CDA contracts. Those AAA that provide direct service are very involved; those that subcontract are less involved, and those without contracts have little or no involvement.

We at the AAA need to pay attention to the mature adult that is willing and able to be employed in subsidized and unsubsidized employment.

Some of the ways AAA could be more involved in older worker issues are:

- Since AAA are mandated to plan and coordinate, they could bring JTPA and Title V providers together within the PSA to foster coordination between the programs.

- The Area Plan should include program objectives dealing with Title V. At present this is not allowed.

- An AAA representative on the State Job Training Coordinating Council needs to be continued to help keep the AAA focused on employment/training issues.

I would like to invite you to join the Northern California Forum on Older Workers, a group whose goal it is to share information about JTPA and Title V employment programs.

5. TARGETING YOUR SERVICES FOR THE CURRENT CORPORATE ENVIRONMENT

Helen Dennis
President, Career Encores

Sally James
Director, Career Encores

The private sector is a major partner in addressing older worker issues. The following observations and considerations may be useful to professionals working with mature workers and the private sector to enhance effective placements. First understand the environment of the private sector. These individuals are highly accountable to their supervisors, may be on a "pay for your performance" wage, must be consistently profitable and may be very cautious in taking risks for fear of the consequence of failure. Second, be aware of their time pressures and make good use of their time. Third, be aware of the image of government agencies and your agency in particular. If it is anything less than positive, correct the image and misinformation. Finally, consider creative ways to increase understanding between private and public sectors. For example, create and exchange internship program, where a private sector person works in your agency, and in turn, someone from your agency works in the private sector.

Experiences that can lead to age biases were described as well as specific similarities and differences between public and private sectors that are relevant to older worker issues.

* * * * *

6. SHOWCASE ON TITLE V 502 (e) PROGRAMS RURAL AND URBAN

Olga M. Morgan
Title V Program Manager
City of Los Angeles Department of Aging

Andy Griffin
Community Services Director
Banking Institute, Los Angeles

Olga Morgan

Session focus is on the development, coordination, and success of an experimental training and employment partnership made possible under paragraph 502 (e) of the Older American Act. Utilizing Title V funding of the City of Los Angeles, Dept. of Aging and the Banking Institute, Inc. and JTPA funding several things happen. Job opportunities for Title V enrollees are expanded into the banking industry, a high tech, growth industry with an expressed need for an entry-level workforce embodying the characteristics normally found in the older worker. The employer benefits in having an opportunity to hire an individual who has already received extensive training in a specific skill and one with the positive characteristics normally found in the older worker.

The Banking Institute, Inc., having pre-tested and enrolled eligible Title V enrollees, provides 16 weeks of specialized training, job counseling and job placement assistance.

The City of Los Angeles, Department of Aging, and Title V provide wages for these 16 weeks and monitors the enrollees' progress.

The success of this dual enrollment is dependent on a close working relationship between the public and for-profit organizations involved so as to maximize the enrollees' training and placement into unsubsidized employment.

Andy Griffin

I enjoyed meeting many fine people at the symposium; and, in my opinion, the meeting was very productive. It's difficult to pinpoint where, why and how the good results happen. However, the sum total of the meeting and the efforts of many of fine people has resulted in a measurable demonstration of results at Banking Institute.

Through the networking with the National Council on Aging, Los Angeles City Department of Aging and Career Encores, Banking Institute has enrolled twenty new older worker students as part of the older worker task force program of JTPA. All of this group also participated in the Title V program. All in all, we feel that we have seen a real blending of JTPA and Title V through the networking of three very productive and dedicated agencies. The task force serves to bring us all together each month to keep the progress moving.

* * * * *

GOVERNOR'S AWARDS FOR

EXEMPLARY SERVICE TO

OLDER WORKERS

Governor's Awards For Exemplary Service to Older Workers

Category: Business

Winner: Bank of America

Presenter: Thomas Nagle, Director
Employment Development Department

The **Bank of America** has a long-standing reputation of appreciating the value and productive potential of older workers. B of A is a leader in establishing personnel policies that are sensitive to the needs of older workers and the older worker community. These policies include:

- Structuring jobs to take advantage of the types of work many older workers prefer.
- Providing information to older workers to further their health and well being.
- Actively recruiting mature workers for employment, and
- Maintaining close ties with and providing services to B of A's 11,000+ retirees.

The B of A currently employees more than 4,000 workers aged 55 or older. About half are full-time and the remainder part-time. These mature workers fill all types of position, including credit, finance, administration, and data processing. About 700 employees are 65 or older, and three quarters of those work on a part-time basis. Over 50 percent of the employees over 65 are in operations positions such as teller or proof operator.

It should be noted that B of A has no mandatory retirement age for its employees, recognizing that employees can be productive at any age. Another personnel program designed to assist employees is Family Leave, a job-protected leave of absence of up to 4 months to care for a family member with a serious health condition, as well as other family care responsibilities.

The B of A has set a remarkable standard for recruiting a retaining mature workers in our state. Their contacts with national, state and local agencies on aging serves both the interest of older workers and the business community.

On behalf of the Governor, I am pleased to award the 1991 Award For Exemplary Service to Older Workers in the category of Business to the BANK OF AMERICA.

Here with us this evening to accept the award on behalf of the B of A is Mr. Rob Pappini, Vice President and Branch Manager of B of A's Monterey Main Branch.

* * * * *

Category: Community Organizations

Winner: Career Encores

One of eight unique older worker coordinating agencies in the nation, **Career Encores** began in 1981 as the Los Angeles Council on Careers for Older Americans. Career Encores serves as a central hub for a network of 56 independent, training and placement, non-profit and government agencies in the greater Los Angeles area. It provides leadership, coordination, research services and advocacy to further the employment needs of older persons.

The 18-member Board of Directors includes a quality mix of business leaders and professionals in academia and social services. The Board and staff receive support from a volunteer Business Advisory Committee that serves as a sounding board on policy issues relating to the business community.

Career Encores programs include:

Computerized telephone hotlines, which as of June 30, 1991 referred over 24,000 older workers to network agencies; listed more than 23,700 job openings listed by employers; and assisted in the placement of

22,400 older workers into full- or part-time employment through the network system.

Career Encores Job Club develop and test models for orientation, support counseling and workshops in job search techniques which address specific needs facing mature job seekers.

Career Encores also provides technical assistance and research on the aging work force for network agencies to enhance their capabilities and ultimate effectiveness.

In addition, public awareness programs are provided to publicize the advantages of employing mature workers and to help employers in their recruitment and training.

I am pleased to award CAREER ENCORES the 1991 Governor's Award For Exemplary Service to Older Workers in the category of Community Organizations.

Here to accept the award on behalf of Career Encores are Sally James and Helen Dennis.

• • • • •

Category: Coordination of Older Americans Act Title V and JTPA Older Worker Programs

Winner: Forum on Older Workers

The **Forum on Older Workers** was first organized in 1989, as a direct result of the 1988 state-sponsored Conference on Older Workers held in Newport Beach. The two major issues at that conference that prompted the formation of the Forum were:

1) Co-Enrollment of JTPA 3 percent and Title V programs, and

2) Major revision of the JTPA 3 percent set-aside program.

The Forum serves as an advocate for expanding employment opportunities and improving employment conditions for older workers. The individuals and organizations that make up the Forum represent a variety of both JTPA 3 percent programs and the Senior Community Service Employment Programs, otherwise known as Title V.

Michael Tilles, former Director of Employment and Training Programs for Catholic Charities, Diocese of Oakland was responsible for the formation of the Forum. It was determined there was a need to bring together representatives of JTPA 3 percent and Title V programs from northern California to determine how older workers could be better served in their various communities.

Older workers in northern California have benefitted from legislative action conducted by Forum members, as well as state and local job fairs conducted by Forum organizations. The Forum will continue in it's endeavors, to maintain that older workers, their programs and services continue as a major priority.

On behalf of Governor Wilson, I am pleased to announce that the 1991 Award For Exemplary Service To Older Workers in the category of Coordination of Older Americans Act Title V and JTPA Older Worker Programs has been awarded to the FORUM ON OLDER WORKERS.

• • • • •

MARKETING TECHNIQUES

FOR

OLDER WORKER PROGRAMS

Karen Berk
President
Karen Berk and Associates

Launching and maintaining a vital marketing program is a real art. This is particularly true for non-profit and government agencies who usually have limited funds and multiple audiences. Public sector marketing is an emerging field and there are many approaches and techniques which can improve the effectiveness of a marketing campaign.

This seminar will help you crystalize your marketing plan. Topics include marketing planning, the keys to success, business development, and practical marketing strategies for reaching employers and innovative approaches for recruiting clients.

One of the key portions of the seminar will be a discussion of the most effective marketing strategy. It includes tips for adopting a private sector approach where appropriate, describes ways to leverage existing relationships and emphasizes the importance of targeting your efforts.

The presentation also contrasts marketing and selling and presents the best way to sell services. These strategies can help program directors and staff to "fine tune" their marketing efforts and ultimately improve program success.

• • • • •

YOU'RE NEVER TOO OLD TO

STOP LEARNING:

OPTIONS IN CONTINUING EDUCATION

Susan Imel
Director, ERIC Clearinghouse on Adult, Career, & Vocational Education
Employment Development Department

Lynda T. Smith
Consultant, Programs for Older Adults
California Department of Education

Susan Imel

The changes occurring in the composition of the labor force in tandem with the changing personal needs of older individuals are creating powerful incentives for them to remain in or reenter the work force. For many, this will mean engaging in job training older workers including low participation rates in training opportunities, the extent of their "trainability" as well as the economic payoffs to be derived from the training. The latter two issues have influenced decisions about whom and when to train as well as the participation of older individuals in training. Fortunately, both research and practice refute some of the negative perceptions of older workers. Older adults have demonstrated that they can learn new things, especially as related to technological changes in the workplace. Also, the limited research related to costs and benefits suggests that any added costs of training older workers may be offset by savings elsewhere. Undoubtedly, as more older individuals continue to have successful experiences in both training programs and the work force, the issues of "trainability" and training payoff will dissipate, and their rate of participation in training will increase.

Lynda Smith

In this final conference session, we will explore some of the issues involved in educating and training older workers from the viewpoint of the educational providers.

You may not realize it, but the older adult area is perhaps the most controversial among adult educators. Many contend that the relationship of these courses to the public interest is questionable. Some contend that little learning takes place in courses for older adults. Other courses for older adults

offered by senior citizen centers and other providers are perceived to be primarily recreational. A major policy issue is how much should these courses be supported by taxpayers or by fees charged to the older adults themselves. Nevertheless, the demand for these classes continues to grow. We now have a generation that believes in lifelong learning.

Our guest speaker, Dr. Susan Imel, will discuss the issues related to educating and training older workers. She will be followed by a distinguished panel of reactors. Finally, we will open the discussion to the audience.

* * * * *

JTPA POLICY DIRECTION

EMPLOYMENT TRAINING ADMINISTRATION U.S. DEPARTMENT OF LABOR

Hugh Davies
Director, Office of Employment and Training Programs
Employment and Training Administration
U.S. Department of Labor

Mr. Davies addressed the group on JTPA policy direction. In particular he discussed the impending amendments to JTPA and the impact they were expected to have, especially on older workers. He summarized the principal features of the legislative proposals, namely:

Targeting the program towards those who cre more at risk within the eligible population through changes in the eligibility criteria;

Improving the quality of services in JTPA by requiring an assessment, a service strategy, training in response to the assessment, and substantially limiting job search as a stand-alone service;

Increasing the fiscal and program accountability of JTPA through tighter procurement and other administrative standards, more rigorous monitoring, tighter OJT requirements, and limits on cost classifications; and

Strengthening the development of a comprehensive job training strategy through the establishment of a State Human Resource Investment Council and generally increasing the level of coordination expected in the program.

Mr. Davies discussed the provisions regarding older workers, namely that the Governor's 3% set-aside may be eliminated, but that a corresponding level of service to older workers would be required of service delivery areas. He said that this change had caused a great deal of discussion around the country, and that this focus on resources and appropriate interventions for older workers was good.

Mr. Davies was optimistic that the amendments would pass during this Congress, but that it likely would not be finalized until the second session.

* * * * *

APPENDIX A

SYMPOSIUM ATTENDEES

GOVERNOR'S SYMPOSIUM ON OLDER WORKERS
OCTOBER 2-4, 1991 • Monterey
ATTENDEE LIST (Final Update)

Guadalupe Barrios
Director Title V Emp.
Council on Aging
2115 The Alameda
San Jose CA 95127
408/296-8290

Jack Bartlett
Employment Coordinator
Contra Costa County Office on Aging
2425 Bisso Lane, #110
Concord CA 94520
510/646-5233

Stephanie Benshoff
Director
Volunteer Center of Greater Orange County
1000 East Santa Ana Blvd.
Santa Ana CA 92701
714/953-5757

Veronica Brady
Emp. Development Specialist
Tahoe National Forest
631 Coyote Street
Post Office Box 6003
Nevada City CA 95959
916/265-4538

Mayzella Brawner
Fiscal Office
Office on Aging, San Bernardino County
686 East Mill Street
San Bernardino CA 92415
714/387-2429

Mark Brown
Senior E & T Analyst
PIC of Solano County
320 Campus Lane
Suisun CA 94585
707/864-3370

Janet Burrows
Placement Counselor
Career Placement Center
Post Office Box F
Yuba City CA 95991
916/741-5120

F. I. Cajayon
Program & Fiscal Monitor
SELACO Private Industry
17215 Studebaker Road, #315
Cerritos CA 90701
213/402-9336

Kathi Canfield
Employment Development Dept.
800 Capitol Mall
Sacramento CA
916/654-7719

Diane Carpenter
Special Projects Coordinator
Sweetwater Union High School Dist.-Div. of Adult & Cont.Ed.
1034 Fourth Avenue, #408
Chula Vista CA 91911
619/691-5792

Martin Castro
Administrator
Mexican American Oppty. Foundation
2001 28th Street
Bakersfield CA 93301
805/861-2800

Mary Curran
Regional Program Rep.
NCSC - Senior AIDES
1331 F Street N.W.
Washington, DC 20004
202/624-9524

Janice D'Ambrosio
Associate Director
Career Encores
5225 Wilshire Blvd., #204
Los Angeles CA 90036
213/933-9537

Joseph Daniel
Administrator
Tulare Co. JTPA
Post Office Box 3146
Visalia CA 93278
209/625-9222

Patricia DeVito
Director - Title V Program
Catholic Charities
433 Jefferson Street
Oakland CA 94607
415/834-5656

Debra Draxton
Director of Older Worker Prg.
YWCA - Marin Chapter
1000 Sir Francis Drake Blvd.
Anselmo CA 94960
415/456-0782

Verna Dykstra
Title V Program Coordinator
Area for Agency on Aging
7664 Oak Grove Avenue
Citrus Heights CA 95610
916/486-1876

Mike Earley
Chief, AAA Contract Management
Los Angeles Area Agency on Aging
Post Office Box 6456
Los Angeles CA 90055
213/738-2676

Gladys Evans
Personnel Management Spec.
USDA - Forest Service
1960 Addison Street
Berkeley CA 94704
510/486-3613

Barbara Fillmore
Senior Program Analyst
North Central Counties Consortium
1215 Plumas Street, Suite 1201
Yuba City CA 95991
916/741-7145

Dorinda Fox
Senior Program Representative
National Council of Senior Citizens
1331 F Street N.W.
Washington D.C. 20004
202/624-9520

Russell Frazier
Budget Analyst
Sequoia National Forest
900 West Grand
Porterville CA 93257
209/784-1500

Rick Gallegos
Manager
Employment Development Dept.
4579 Mission Gorge Place
San Diego CA 92120
619/265-4800

Natalie Gold
Project Manager
The National Council on the Aging, Inc.
2500 Wilshire Blvd., Suite 402
Los Angeles CA 90057
213/365-0700

Sheryl Grahn
Program Manager
Occupational Training Services
6729 Convoy Court
San Diego CA 92111
619/560-0411

Timothy Hamre
Senior Empt. Program Director
San Bernardino County Office on Aging
686 East Mill Street
San Bernardino CA 92415
714/387-2414

Billy Hannah
Spervising E & T Specialist
Merced County
1020 West Main Street
Merced CA 95340
209/385-7324

Claude Hansen
Admin. I
CDE
721 Capitol Mall
Sacramento CA 95814
916/657-3450

Maria Hernandez
U.S.D.A. Forest Service
1600 Tollhouse Road
Clovis CA 93612
209/487-5155

Mel Hodges
Program Representative
Stanislaus County
947 10th Street
Modesto CA 95354
209/558-7771

Nha Huynh
Program Supervisor
NOVA Private Industry Council
505 West Olive Avenue, Ste. 550
Sunnyvale CA 94086
408/730-7232

Alice Imazumi
Teachers in Charge
Hayward Unified School District
Older Adult Program
22330 S. Garden Avenue, #65
Hayward CA 94541
510/732-1433

Paul Isaacs
Contracts Manager
Council on Aging
2115 The Alameda
San Jose CA 95126
408/296-8290

William Jackson
Director, Senior Employment
Solano-Napa Agency on Aging
1814 Capitol Street
Vallejo CA 94590
707/553-9058

Mitzi Johnson
Director Agency Ser.
Career Encores
5225 Wilshire Blvd., #204
Los Angeles CA 90036
213/933-9537

Kathryn Jordan
Office Man. - Title V. Coord.
Marin Senior Coordinating
Council, Inc.
930 Tamalpais Avenue
San Rafael CA 94901
415/456-6062

Don Jordan
Program Coordinator
California Human Development
Corp.
6020 Rutland Drive, #13
Carmichael CA 95608
916/344-4516

Janet Keyes
Project Director/
Symposium Coordinator
California Training Institute
1837 San Pedro
Berkeley CA 94707

Barbara Kieve
Employment and Training Spec.
Foundation for Educational
Achievement
3064 University Avenue
San Diego CA 92104
619/299-0999

Stanley Kim
Training Officer 1
Department of Aging
1600 K Street
Sacramento CA 95814
916/327-0576

Gerald Kunishige
Director
Stanislaus County
947 10th Street
Modesto CA 95354
209/558-7771

Richard Kurtzweil
Employment Specialist
San Joaquin County - Dept. of Aging - Senior Employment
511 East Magnolia
Stockton CA 95202
209/468-3700

Don Larkin
Deputy Director - JTPA Program
Jobs & Emp. Services Dept.
San Bernardino County SDA
851 South Mt. Vernon, Suite 22
Colton CA 92324
714/422-0488

Georgia Lee
SJTCC Staff
State Job Training Coordinating Council
800 Capitol Mall
Sacramento CA 95814
916/654-6836

Stephen Litzenberger
JTPA Case Manager
Family Service Agency of San Mateo
1870 El Camino Real
Burlingame CA 94010
415/692-7861

Anne MacKenzie
Title V Monitor
County of San Diego Area Agency on Aging
9335 Hazard Way, Suite 100
San Diego CA 92123
619/495-5853

Ofrecina Maneiro
Employment Representative
Employment Development Dept.
1664 Industrial Blvd.
Chula Vista CA 91911
619/575-0191

Maria Martinez
Senior Management Analyst
City of Los Angeles
215 West 6th Street, 10th Floor
Los Angeles CA 90014
213/485-4755

Patty Mauer
JobLink
1000 South Main, Suite 316
Salinas CA 93901
408/755-8477

Tina Mayclin
Job Prep Teacher
Hacienda-La Puente U.S.D.
15381 Proctor
Industry CA 91006
818/855-3560

Leigh Mazzio
MIS Analyst
City of Los Angeles
215 West 6th Street, 10th Floor
Los Angeles CA 90014
213/485-5723

Irvin McIntyre
Coordinator Title V
C-Set
2150 South Mooney Blvd.
Visalia CA 93277
209/732-4194

Jane McNichols
Administrative Assistant II
SCSEP. Title V
511 East Magnolia, #207
Stockton CA 95202
209/468-3700

Arthur Miner
Executive Director
Contra Costa PIC
2425 Bisso Lane, #100
Concord CA 94520
510/646-5382

Al Miroshnikov
Senior Contracts Specialist
Los Angeles County AAA
3175 West 6th Street, #406
Los Angeles CA 90020
213/738-3056

Jan Morikawa
Assistant to the Director
Employment Development Dept.
800 Capitol Mall, MIC 83
Sacramento CA 95814
916/654-8512

Marilyn Muir
Employment Coordinator
Novato Human Needs Center
Phase II Employment Needs
1907 Novato Blvd.
Novato CA 94903
415/897-4147

Ben Munger
SJTCC Member
State Job Training Coordinating Council
800 Capitol Mall
Sacramento CA 95814
916/654-6836

Javier Nunez
Project Director
M.A.O.F. #23 Oxnard
1500 Coloria Road, Room 27
Oxnard CA 93030
805/487-3937

Charles O'Connor
EPRI
E.D.D. Service Center
6145 Imperial Avenue
San Diego CA 92114
619/527-3142

Eric O'Dell
Community Program Specialist
San Mateo County Area Agency on Aging
255 West 37th Avenue
San Mateo CA 94403
415/573-2700

Constance O'Reilly
Program Representative
San Diego Consortium & Private Industry Council
1551 Fourth Avenue, Suite 1600
San Diego CA 92101
619/238-1445

Judy Osterli
Executive Director
Center for Senior Employment
3330 McHenry Avenue
Modesto CA 95320
209/579-1105

Rob Pappini
V. President & Branch Mgr.
Bank of America
Monterey

Earl Parrish
Project Director
Senior AIDES Project #238
150 East Olive Street
Colton CA 92324
714/370-0800

Diane Peterson
Project Manager
Employment Training Network
EDD/JTPD, P.O. Box 826880
MIC 69
Sacramento CA 94280
916/445-0403

Al Pierce
Vocational Counselor
Mendocino County
410 Jones Street
Ukiah CA 95482
707/468-0100

Gary Pingel
Human Resource Program Manager
Inyo National Forest
873 North Main
Bishop CA 93514
619/873-5841

Mary Pinkstaff
Aging Programs Analyst
CA Department of Aging
1600 K Street
Sacramento CA 95814
916/323-7515

Eve Porter
Project Director
Orange County Senior AIDES
National Council of Sr. Citizen
1300 South Grand "B"
Santa Ana CA 92705
714/567-7363

Laura Powers
Logistics Coordinator
California Training Institute
9249 Reseda Blvd., #105
Northridge CA 91324
818-407-0288

Joanne Presnell
Employment & Training Spec.
Merced Co. Area Agency on Aging
851 West 23rd Street
Merced CA 95340
209/385-7464

Constance Ramirez
Program Operator
Inyo/Mono Area Agency on Aging
Post Office Box 606
Bishop CA 93515
619/873-5577

Ann Ransford
Glendale Community College
818/240-1000

Kathleen Reyes
Senior Service Program Mgr.
Merced Co. Area Agency on Aging
851 West 23rd Street
Merced CA 95340
209/385-7464

Ruben Rodis
Program Manager
Pacific Asian Consortium in Employment
2525 West 8th Street
Los Angeles CA 90057
213/389-2377

Roberta Roth
Job Developer/Job Counselor
Family Service Agency
1870 El Camino Real
Burlingame CA 94010
415/692-7861

Gail Ryan
Human Resource Spec.
U.S.D.A. Forest Service
630 Sansome Street
San Francisco CA 94111
415/705-1852

Reginald Saavedra
Regional Manager
National Council on the Aging
2500 Wilshire Blvd., #402
Los Angeles CA 90057
213/365-0700

Maria Salas
Employment Representative
JobLink
1000 South Main, Suite 316
Salinas CA 93901
408/755-8477

Carol Scaiborough
Program Coordinator
Older American Organization
1028 North Lutton
Fresno CA 93728
209/233-7393

Patty Seymon
Area Chairperson-Older Adults
Hayward Adult School
22100 Princeton Street
Hayward CA 94541
510/582-0658

Patty Seymon
Area Chairperson
Hayward Adult School
22100 Princeton Street
Hayward CA 94541
510/582-0658

Tanya Shields
Job Developer
Family Service Agency
1870 El Camino Real
Burlingame CA 94010
415/692-7861

Nancy Silva
Operations Analyst
Kings County Job Training
Kings Governement Center
Hanford CA 93230
209/582-9213

Teri Silva
Project Director
National Council of Senior Citizens
1165 South 10th Street
El Centro CA 92243
202/347-8800

James Skinner
Fifty-five Plus, Program Dir.
PIC/ San Luis Obispo
1270 Peach Street
San Luis Obispo CA 93401
805/541-4044

Georgia Smith
Human Resource Program
San Bernardino N.F.
1824 South Commercenter Circle
San Bernardino CA 92408
714/383-5597

Edward J. Smith
Project Manager
California Training Institute
9249 Reseda Blvd., #105
Northridge CA 91324
818-407-0288

Terry Smith Tatum
Director
Merced County SDA
1020 West Main Street
Merced CA 95340
209/385-7324

Helen Tamayo
Management Analyst
City of Los Angeles
Department of Aging
600 S. Spring Street, Room 900
Los Angeles CA 90014
213/485-2040

Sue Tatangelo
Program Planner
Area Agency on Aging
505 Poli Street, Third Floor
Ventura CA 93001
805/652-7560

Dennis Tatum
Director
Merced County AAA
851 West 23rd Street
Merced CA 95340
209/385-7550

Edward Teichert
Contract Specialist
Area Agency on Aging, Orange County
1300 South Grand Avenue, Building B
Santa Ana CA 92705
714/567-7425

Robert Thierry
SJTCC Member
State Job Training Coordinating Council
800 Capitol Mall
Sacramento CA 95814
916/654-6836

Linda Thomas
Job Developer/Instructor
Sweetwater Union High School Dist. Div. of Adult & Cont.Ed
1034 Fourth Avenue, #408
Chula Vista CA 91911
619/691-5792

Alicia Torres
Employment Counselor
Career Encores
2100 West Magnolia Blvd.
Burbank CA 91506
818/842-7507

Gil Vargas
T-V Program Manager
Los Angeles County AAA
3175 West 6th Street
Los Angeles CA 90020
213/738-2594

Dick Weeks
Senior Employment Manager
Riverside County Office on Aging
2023 Chicago, Suite B-4
Riverside CA 92507
714/275-8940

Linda White
Project Director
Senior AIDES Project
Adult Protective Services, Inc.
2840 Adams Avenue
San Diego CA 92116
619/280-6127

Joann Yoshioka
Emp.& Training Consultant
City of Oakland, Office on Aging
300 Lakeside Drive, #1300
Oakland CA 94612
415/273-3535

Quentin Turner
Policy Analyst
JTPD/EDD
Post Office Box 942880, MIC 69
Sacramento CA 94280

Veann Vesel
Placement Specialist
Hacienda La Puente Adult Ed.
15381 East Proctor Avenue
City of Industry CA 91744
818/855-3560

Nadeen West
Employment Specialist
SJ County Dept. of Aging
Senior Employment Services
511 East Magnolia, #207
Stockton CA 95202
209/468-3700

Eldora Elaine Willaims
Management Analyst
City of Los Angeles
215 West 6th Street, 10th Floor
Los Angeles CA 90014
213/485-5025

APPENDIX B

SYMPOSIUM PRESENTERS

GOVERNOR'S SYMPOSIUM ON OLDER WORKERS
OCTOBER 2-4, 1991 • Monterey
PRESENTERS LIST (Final Update)

Jim Baker
Vocational Counselor
Employment Development Dept.
480 Webster
Monterey CA 93940
408/649-2922

Karen Berk
10400 Ashton Avenue #8
Los Angeles, CA 90024
213/470-4243

Katherine Buckovitz
Employment and Economic Development Department
850 N. Hunter Street
Stockton CA 95202
209/468-3500

Jim Comins
Consultant
The Training Source
1787 Tribute Rd., Suite B
Sacramento, CA 95815
916/646-9784

Felix Contreras
Deputy Regional Admin.
USDOL/ETA
71 Stevenson, 8th Floor
San Francisco CA 94105

John Corcoran
Deputy Executive Director
State Job Training Coordinating Council
800 Capitol Mall
Sacramento CA 95814

Hugh Davies
USDOL
Office of Job Training Programs
200 Constitution Avenue N.W.
Room N4703
Washington, DC 20024

Helen Dennis
President
Career Encores
347 Via El Chico
Redondo Beach, CA 90277
213/375-2121

Jim Fischer
California Green Thumb
P.O. Box 1089
Petaluma, CA 94953
707/763-0652

Keith Foster
Asst. Deputy Director
Department of Rehabilitation
Post Office Box 944222
Sacramento CA 94244
916/323-4348

Ron Fox
Supervisor of Program Planning & Coordination
P.O. Box 942880, MIC 69
Sacramento CA 94280

Brendalynn Goodall
City of Oakland
Office of Aging
300 Lakeside Drive, Room 1300
Oakland, CA 94612
415/273-3535

Gail Greenberg
Alameda County Area on Aging
1234 East 14th Street, Ste. 207
San Leandro, CA 94578
415/667-3060

Andy Griffin
The Banking Institute
3810 Wilshire Blvd., 21st Floor
Los Angeles, CA 90010
213/487-1908

Virginia Hamilton
Acting Chief
JTPD/EDD
Post Office Box 942880
Sacramento CA 94280

Diane Hendricks
Coordinator
Creative Living and Voc. Ed.
Program/ Salinas Adult School
20 Sherwood Drive
Salinas, CA 93906
408/753-4260

Dean Hewitt
National Council On the Aging
600 Maryland Ave/SW, W.W. 100
Washington, DC 20024
202/479-6983

Susan Houston-Martin
Director of Senior Services
Family Service Agency of SM
1870 El Camino, Suite 102
Burlingame CA 94010

Susan Imel
Director
ERIC-ACVE
1900 Kenny Road
Columbus, OH 43210
619/292-4353

Sally James
Director
Career Encores
5225 Wilshire Blvd., Suite 204
Los Angeles, CA 90036
213/933-9537

Patrick Keating
Vocational Coordinator
Mission Trains, R.O.P
867 E. Laurel Drive
Salinas, CA 93905
408/753-4209

Pam Korte
CALTRANS
Division of Mass Transportation
P.O. Box 942874
Sacramento, CA 91274
916/323-9990

Gary Kuwabara
Interim Director
California Dept. Of Aging
1600 K Street
Sacramento, CA 95814
916/322-5290

Joyce Leanse
Western Regional Manager
National Council On The Aging
2500 Wilshire, Ste. 402
Los Angeles CA 90057
213/365-0700

Booker Lee
San Joaquin County Department Of
Aging
511 E. Magnolia, Room 112
Stockton, CA 95202
209/468-3700

Henry Mello
Senator
California State Senate
Sacramento CA 95814

Olga Morgan
Post Office Box 46
Redondo Beach CA 91277
213/540-6470

Thomas Nagle
Director
Employment Development Dept.
800 Capitol Mall MIC
Sacramento, CA 95814
916/445-9212

Barbara Pontecorvo
State Job Training
Coordinating Council
1375 W. Moraga
Fresno, CA 93711
209/488-3821

Dawn Rice
California Department of Aging
1600 K Street
Sacramento, CA 95814
916/323-0581

Vickie Santos
46709 Rancho Higurea Road
Fremont, CA 94539
415/623-7655

Barbara Shipnuck
Monterey Board of Supervisors

Regina Siciliano-Kutchins
Director
Green Thumb California Program
Post Office Box 1089
Petaluma CA 94953
707/763-0652

Lynda Smith
Consultant
California Dept. of Education
Adult Education Program Services
P.O. Box 944272
Sacramento, CA 94244

Nathan Smith
CALTRANS
Division of Mass Transportation
P.O. Box 942874
Sacramento, CA 91274
916/327-5057

Janice Solorzano
Older Worker Consultant
EDD Job Service
800 Capitol Mall, MIC 37
Sacramento, CA 95814
916/324-5934

Shelley Thomas
Chief
California Department of Aging
1600 K Street
Sacramento, CA 95814
916/322-3576

Jim Tremblay
Title V Coordinator
California Deptartment of Aging
1600 K Street
Sacramento, CA 95814
916/327-0575